REMARKS

Claims 1-20 are pending in the application. Claims 4, 8, 14, and 18 have been cancelled. Claims 1-3, 5-7, 9-13, 15-17, and 19-20 have been amended herein. Favorable reconsideration of the application, as amended, is respectfully requested.

I. REJECTION OF CLAIMS UNDER 35 USC § 112

Claims 1, 3, 11, and 13 stand rejected under 35 USC 112, second paragraph, as being indefinite. The examiner indicates that the term "high resolution" is not defined.

Claims 1, 3, 11, and 13 have been amended, the term "high resolution" has been removed from the claims.

II. REJECTION OF CLAIMS UNDER 35 USC § 102

Claims 1, 2, 7, 11, 12, and 17 stand rejected under 35 USC 102(e) based on being anticipated by US Patent 6,539,499 to Stedman et al.

General Discussion of Stedman et al.

Steadman et al. relates to a diagnostic application which runs on a computer. When a user launches the diagnostic application, it displays a graphical image of a computer system with various components on the display screen of the computer (C3, L26-L28). The graphical image has "clickable regions" over each component so that the user can "click" on the component that is exhibiting problematic symptoms (C3, L29-L31).

After the user has "clicked" on the troubled component, the diagnostics application automatically performs tests of the user identified component. Tests include automatically determining whether the software driver is installed,

determining whether the driver is current, and automatic execution of other component specific diagnostic tools (C4, L3, C5, L10).

If a problem is detected by these "automatic tests" the diagnostic application attempts an "automatic repair". (C5, L11 – L17). The diagnostic application may also present: i) options that the user can perform to repair the problem (C5, L17-L28), ii) options that the user can perform to further diagnose the problem (C5, L29-L38), or iii) an option for "on-line" diagnostic assistance (C5, L40-L41).

On line diagnostic assistance consists of a either a search option or an assisted service option.

The search option consists of accessing a diagnostic web site maintained by the computer manufacturer. A dialog box is used to obtain a user question or key words which are used to search archived pages (C5, L40 – L59) which are presented back to the computer as web pages.

The assisted service option consists of the diagnostic application presenting a dialog box for user input of a question. The user's question is then packaged as an electronic transmission (e.g. as email) for sending to the computer manufactures service specialists (C5, L60 – C6, L9).

The service specialist responds by email to the user. C6, L23 – L27. The response email: i) may direct the user to archived web pages describing the problems and resolution options; or ii) or may provide the specialists telephone number so that the user can call the specialist (C6, L27 –L 39).

Claim 1

Claim 1, as amended, is directed to multi-media communication management system for operation with a plurality of subscriber stations. At least one subscriber station has subscriber interface capabilities which differ from the subscriber interface capabilities of another subscriber station.

The multi-media communication management system comprises a network communication circuit for multi-media communication with said plurality of subscriber stations.

A session control circuit: i) establishes a communication session with a subscriber station, through the network communication circuit, in response to receiving an a help function request from the subscriber station; ii) identifies the subscriber interface capabilities of said subscriber station; iii) selects, from a plurality of help files containing help information content in differing multimedia formats, a help file that comprises the help information content in a multimedia format compliant with the subscriber interface capabilities of said subscriber station; and iv) provides the selected help file to said subscriber station.

Stedman et al. teaches that the diagnostic software (running on the computer) provides a list of installed hardware and software to the service specialist for diagnostic purposes – not for enabling the service specialist to return help content in a particular format that is customized to the user interface of the computer. In particular, Stedman et al. does not teach or suggest any system which "selects, from a plurality of help files, each containing help information content in differing multimedia formats, a help file that comprises the help information content in a multimedia format compliant with the subscriber interface capabilities of said subscriber station".

Further, such deficiency is not taught or suggested by US Patent 4,931,950 to Isle et al. or the other art of record. Isle et al. teaches a multi-media computer system which generally replaces traditional user manuals for providing "knowledge" regarding equipment such a Combustion Turbines (C3, L11 – L16).

The computer system of Isle et al. may include a keyboard for text input, voice recognition for voice input, a speaker for audio output, a display for text output, and a display for video output.

The knowledge base includes a plurality of records. Each record includes text information and embedded multi media commands which indicate when text is to be printed, verbal messages output by the speaker, selected video images displayed, and video sequences displayed.

It must be appreciated that neither the content nor the format of the content provided by Isle et al. is dependent on detection of any hardware or software capabilities of the computer.

Claim 11

Claim 11, as amended is directed to a method of providing context dependent help services to a subscriber station that includes subscriber interface capabilities which differ from subscriber interface capabilities of at least one other subscriber station.

The method comprises communicating control messages to the subscriber station over a network communication circuit for controlling operational states of the subscriber station.

The method further comprises: i) receiving a help function request from the subscriber station; ii) identifying the subscriber interface of the subscriber station; iii) selecting, from a plurality of help files containing help information content in differing multimedia formats, a help file that comprises the help information content in a multimedia format compliant with the subscriber interface capabilities of said subscriber station; and iv) providing the selected help file to the subscriber station, in response to the help function request.

As discussed with respect to Claim 1, Stedman et al. does not teach or suggest any system which "selects, from a plurality of help files, each containing help information content in differing multimedia formats, a help file that comprises the help information content in a multimedia format compliant with the subscriber interface capabilities of said subscriber station".

And, the deficiency is not taught or suggested by US Patent 4,931,950 to Isle et al or the other art of record.

Claims 2, 7, 12, and 17

Claims 2, 7, 12, and 17 each depend from either claim 1 or claim 11 and can be distinguished over Stedman et al., Isle et al., and the other aft of record for

at least the same reasons. Further, the additional elements and or steps recited in such claims further distinguish such claims over Stedman et al., Isle et al., and the other art of record.

III. REJECTION OF CLAIMS UNDER 35 USC § 103

Claims 3-5 and 13-15 stand rejected under 35 USC 103(a), as being un patentable over US Patent 6,539,499 to Stedman et al. in view of US Patent 4,931,950 to Isle et al.

Claims 6 and 16 stand rejected under 35 USC 103(a), as being un patentable over US Patent 6,539,499 to Stedman et al. in view of US Patent 4,931,950 to Isle et al.

Claims 8 and 18 stand rejected under 35 USC 103(a), as being un patentable over US Patent 6,539,499 to Stedman et al.

Claims 4, 8, 14, and 18 have been cancelled. Claims 3, 5, 6, 13, 15, and 16 each depend from one of claims 1 or 11 and can be distinguished over Stedman et al., Isle et al. and the other art of record as discussed with respect to Claims 1 and 11. Further, the additional elements and or steps recited in such claims further distinguish such claims over Stedman et al., Isle et al., and the other art of record.

Claims 9, 10, 19, and 20 stand rejected under 35 USC 103(a), as being un patentable over US Patent 6,539,499 to Stedman et al. in vie of US Patent 6,917,543 to Uehara.

Claim 9

Claim 9, as amended is directed to a multi-media communication management system for operation with a plurality of subscriber stations. Each subscriber station includes a help button and a multimedia subscriber interface. The multi media communication management system comprises a network communication circuit for multi-media communication with said plurality of subscriber stations. A session control

circuit: i) establishes a communication session with a subscriber station through the network communication circuit, in response to receiving an indication that a subscriber has activated the help button.

The session control circuit provides help information content to said the subscriber station that is related to the operational state of said subscriber station.

The session control circuit further yet sends a control message to said subscriber station that instructs said subscriber station to establish a Voice Over Internet Protocol communication session with a help station in response to a receipt of a second indication of subscriber activation of the help button occurring while the help content is being output though the subscriber interface of the subscriber station.

Steadman et al. teaches that a service specialist can return an email to the user of the computer which includes the specialist telephone number. The user can then initiate a telephone call to the specialist. Steadman does not teach or suggest providing a control message that instructs the subscriber station to establish a Voice Over Internet Protocol communication session with a help station.

Stedman et al. also does not teach or suggest that such control message (to instruct the subscriber station to establish the VoIP communication session) is sent to the subscriber station in response receipt of an indication of a second activation of the help button occurring while the help content is being output though the subscriber interface of the subscriber station.

Uehara teaches a video conference system. A person at one site of the video conference can use buttons to control operation (such as panning) of a camera at the other site of the video conference. Commands sent in response to such button activation control camera movement at the remote site. Uehara fails to teach or suggest sending a control message (to instruct the subscriber station to establish the VoIP communication session to a help station) in response to receipt of an indication of a second activation of the help button - occurring while the help content is being output though the subscriber interface of the subscriber station.

Claim 19

Claim 19, as amended, is directed to a method of providing help services to a plurality of subscriber stations. Each subscriber station includes a help button and a multimedia subscriber interface.

The method comprises: i) communicating control messages to each subscriber station for controlling the operational state of each subscriber station independent of each other subscriber station; ii) receiving a first indication of subscriber activation of the help button on an identified subscriber station; iii) providing multimedia help information to the identified subscriber station that is related to the operational state of the identified subscriber station in response to receiving the first indication of subscriber activation of the help button; and iv) sending a control message to the identified subscriber station that instructs the identified subscriber station to establish a Voice Over Internet Protocol communication session with a help station in response to receiving the second indication of subscriber activation of the help button occurring while the help information is being output though a subscriber interface of the subscriber station.

As discussed with respect to claim 9, Steadman does not teach or suggest providing a control message that instructs the subscriber station to establish a Voice Over Internet Protocol communication session with a help station. Stedman teach or suggest that such control message (to instruct the subscriber station to establish the VoIP communication session) is sent to the subscriber station in response to a second activation of the help button.

And, Uehara does not teach or suggest sending a control message (to instruct the subscriber station to establish the VoIP communication session to a help station) in response to a second activation of the help button - occurring while the help content is being output though the subscriber interface of the subscriber station.

Claims 10 and 20.

Claims 10 and 20 each depend from one of claims 9 or 19 and can be distinguished over Stedman et al., Uehara et al. and the other art of record as

discussed with respect to Claims 9 and 19. Further, the additional elements and or steps recited in such claims further distinguish such claims over Stedman et al., Isle et al., and the other art of record.

IV. CONCLUSION

Accordingly, claims 1- 3, 5-7, 9-13, 15-17, and 19-20 are believed to be allowable and the application is believed to be in condition for allowance. A prompt action to such end is earnestly solicited.

Should the Examiner feel that a telephone interview would be helpful to facilitate favorable prosecution of the above-identified application, the Examiner is invited to contact the undersigned at the telephone number provided below.

Should a petition for an extension of time be necessary for the timely reply to the outstanding Office Action (or if such a petition has been made and an additional extension is necessary), petition is hereby made and the Commissioner is authorized to charge any fees (including additional claim fees) to Deposit Account No. 501825.

Respectfully submitted,

Timothy P. O'Hagan
Reg. No. 39,319

DATE: 5-6-05

Timothy P. O'Hagan
8710 Kilkenny Ct
Fort Myers, FL 33912
(239) 561-2300